

# HSC Adult Carers Strategy 2019-2024

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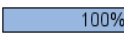

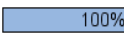








## 1 AM RECOGNISED AND VALUED IN MY CARING ROLE

Action	Managed By	Due Date	Status	Progress	Notes
CAR 01 Develop and deliver carer awareness training sessions to staff within health and social care and community planning partners.	Billy McClean; Phil White	31-Dec-2019	✓	100%	11-May-2023 The temporary Carers Implementation Officer is currently exploring a refreshed training program for all staff. A trial session was completed with staff at the Carers Centre in April 2023 which had positive feedback from attendees. The training proposals are presently being developed with improvement models and will be explored with relevant operational elements moving forward.
CAR 02 Develop and deliver a communications and engagement plan to raise the profile of carers, building on initiatives such as Carers' Week and Carers' Rights Day.		31-Dec-2019	✓	100%	11-May-2023 The HSCP continue to develop and deliver a full program of events including Carers Days and Carers Week in 2023 in partnership with the South Ayrshire Carers Centre, Dementia Friendly, Prestwick, Troon and the Community Wellbeing Hub. Planning includes exploring a further Carers day in Girvan to increase identification and the profile of celebrating Carers, drawing attention to support that can be accessed.
CAR 03 Continue to develop the rollout of the annual Locality Planning Group Carers Days.	Phil White	31-Dec-2020	✓	100%	26-Apr-2023 Ayr Carers Day is planned as part of Carers Week at the start of June 2023. A planning group has been formed who are meeting regularly to develop the day in partnership with the community and organizations to best celebrate and raise awareness of Carers.
CAR 10 Develop an annual Adult Carers Survey to collect the views and experiences of carers.	Phil White	31-Dec-2024	▶	40%	20-Nov-2023 A specific annual Carers survey has continued to be developed as part of the recommissioning works with the Carers Centre. This is presently part of the contract mobilisation discussions.
CAR 11 Establish a Carers Strategy Implementation Group in which partners and stakeholders, including carers are represented.	Phil White	30-Sep-2019	✓	100%	02-Dec-2019 The Carers Reference Group helps carers play an active role in the work of South Ayrshire Health and Social Care Partnership.  The main aims of the Carers Reference Group is to: <ul style="list-style-type: none"> <li>• Provide a forum for carers to receive (and share) information.</li> <li>• Shape services within South Ayrshire Carers Centre.</li> <li>• Assist the Partnership in collecting the views of a wide range of carers. Giving carers the opportunity to comment on strategies and statutory services for carers and the</li> </ul>

					people they care for. The Carers Reference Group meet on the second Thursday of every month from 10.30am – 12 noon at South Ayrshire Carers Centre.
CAR 12 Ensure carers are represented at both the IJB and the SPAG.	Phil White	31-Dec-2024			16-Jan-2020 Representatives from Carers Reference Group have seats on both IJB and SPAG.

## 2 I AM SUPPORTED IN MY CARING ROLE

Action	Managed By	Due Date	Status	Progress	Notes
CAR 13 Review and update literature, website, policies and procedures to ensure that information for both carers and staff is accessible and relevant.	Phil White	31-Dec-2024			16-May-2024 The HSCP Carers pages continue to be maintained and explored. The carers@south-ayrshire.gov.uk mail box continues to be used and promoted to staff and wider partners to be used for any queries.
CAR 14 Develop a Carers Information Booklet in partnership with the Carers Reference Group.	Phil White	31-Dec-2024			30-Apr-2024 <b>12.04.24 Update from Phil White;</b> The Carers Reference Group continue to meet on a regular basis and it is expected that a Carers Information Booklet will continue to be discussed within the Strategy Group.
CAR 15 Ensure advocacy is available to provide independent support and advice for adult carers.	Phil White	31-Dec-2024			08-May-2024 South Ayrshire Carers Centre continue to deliver advocacy and support to Carers as part of their commissioned services, with Advocacy sessions being held in partnership to raise awareness. A referral pathway is in place for independent advocacy for Carers where required through local organisations such as the Circles Advocacy Group. The Strategic Group will continue to review advocacy for Carers and identify any gaps within the current provision.
CAR 16 Ensure carers are signposted to income and financial advice and support, including benefit maximisation.	Billy McClean; Phil White	31-Dec-2024			08-May-2024 <b>Update by Phil White 19.04.24:</b> Signposting to the Information and Advice Hub for Income Maximization has continued. Carers Gateway continue to provide assistance and carers signposted to income and financial advice/support. Furthermore, Social Work teams continue to support Carers with this and income discussions continue to form part of the ACSP discussion and planning process.
CAR 17 Deliver SDS awareness sessions to staff and carers across a range of support services.	Steven Kelly	31-Dec-2024			08-May-2024 <b>Update by Phil White 19.04.24:</b> Training and awareness sessions continue to be explored and delivered by the SDS officer/team. Carers Gateway continue

Ensure front line staff are aware of their duty to offer carers choice and control.					to provide SDS literature, support and information for earlier discussions with Carers.
CAR 18 Review Local Eligibility Criteria on an annual basis and revise the document where necessary, ensuring that carers, relevant staff and partners are consulted on any changes.	Phil White	31-Dec-2024			08-May-2024 <b>Update by Phil White 02.05.24:</b> HSCP eligibility criteria remains the same, Critical at time of update, which includes Carers; future reviews will be carried out across all care groups.
CAR 19 Develop carer support pathways across services with a particular focus on those linked to palliative care and life-limiting illness.	Phil White	31-Dec-2024			08-May-2024 The Carers (Scotland) Act 2016 require all carers of people who are terminally ill to be offered an adult carer support plan or young carer statement within 2 days of them being identified as a carer, if this is not possible, as soon as is practical thereafter, and as soon as an authority becomes aware the person is caring for someone with a terminal illness. <b>Update from Phil White 19.04.24:</b> The Partnership continue to work jointly with Health Improvement through the 'Involving Carers in Hospital Discharge Project' which has pursued improvements to Carers experiences across Ayrshire. Carers Gateway continue to raise awareness of carers support.
CAR 20 Develop a pathway and protocol for transition planning for young carers.	Mark Inglis	30-Apr-2020			04-Nov-2021 Transition planning for young people identified is managed through the Team Around the Child and GIRFEC approaches. Additionally More Choices and More Chances within schools is used to ensure young people leave to apposite destination . Where known to HSCP My Future my Plan is utilised to identify future needs across a number of domains including health, housing, leisure and work / education.
CAR 21 Develop new commissioning plans for an adult carer support service in collaboration with provider organisations and carers.	Phil White	31-May-2020			09-May-2023 This is complete and we are in the middle of the re-commissioning process
CAR 22 Explore options for providing access to a 24hr phone based support and advice service.	Phil White	30-Apr-2021			03-May-2023 This action originated from Carers suggestions which was investigated primarily by Phil White, after it's full exploration it was deemed not feasible for an additional 24hrs Carers support line to be operated by the local authority. Out of hours support is presently provided by Ayrshire Out of Hours in a crisis situation and there are National Telephone Support Services presently accessible to Carers within South Ayrshire for non crisis situations. Signposting is presently available on South Ayrshire's website and through direct advice from the Carers Centre.
CAR 23 Continue to support and develop a range of community based carer information and support services within the Community Led Support (CLS) programme and South Ayrshire Life.	Phil White	31-Dec-2024			08-May-2024 <b>Update by Phil White :</b> This will be addressed through the development of new Locality 'front doors' across South Ayrshire. The CLD programme and SAL has been carried forward by the new locality model of services across South Ayrshire, assigned now to the continued development of the 'front doors' service – South Ayrshire Connect, which will include support information from resources such as drop-in hub shop, website,









contact telephone number and booklet.

### 3 I AM ABLE TO TAKE A BREAK FROM CARING AND LOOK AFTER MY OWN HEALTH

Action	Managed By	Due Date	Status	Progress	Notes
CAR 24 Review the Short Break Statement on an annual basis and revise the document where necessary, ensuring that carers, relevant staff and partners are notified of any changes.	Phil White	31-Dec-2024		<div style="width: 75%;"><div style="background-color: #4f81bd; height: 10px;"></div></div> 75%	15-May-2024 The Short Breaks Statement and the carers eligibility criteria will be reviewed during the 3rd quarter of 2024. This will be carried out in consultation with Carers and other partners.
CAR 25 Support carers with eligible needs to have choice and control and access short breaks through access to SDS.	Steven Kelly; Phil White	31-Dec-2024		<div style="width: 95%;"><div style="background-color: #4f81bd; height: 10px;"></div></div> 95%	08-May-2024 Carers continue to be supported to access short breaks through SDS as part of the Support Planning process and completion of their ACSP document.
CAR 26 Promote relevant immunisation programmes to carers (e.g. flu and COVID-19)	Phil White	31-Dec-2024		<div style="width: 100%;"><div style="background-color: #4f81bd; height: 10px;"></div></div> 100%	19-Aug-2022 Both the COVID-19 and flu vaccination programmes have been promoted extensively throughout the pandemic. Details of vaccine drop-in clinics have been shared online and through internal communications on a regular basis. National changes and guidance are shared with the HSCP on a regular basis through Scottish Government communications.
CAR 27 Ensure that commissioned carer support service offers a range of holistic and complementary therapies for carers.	Phil White	30-Apr-2020		<div style="width: 100%;"><div style="background-color: #4f81bd; height: 10px;"></div></div> 100%	10-May-2023 Holistic and complementary therapies for Carers are presently accessible one day per week from the Carers Centre. This will continue and be included as part of the Carers service commissioning process with future providers.
CAR 28 Work in partnership with health improvement to promote events, activities and campaigns which improve the health and wellbeing of carers.	Phil White	31-Dec-2024		<div style="width: 100%;"><div style="background-color: #4f81bd; height: 10px;"></div></div> 100%	08-May-2024 The Partnership continue to work alongside Health Improvement Scotland specifically around the 'Involving Carers in Hospital Discharge' Project.
CAR 29 Work with South Ayrshire Council to promote the Access to Leisure Card to eligible carers.	Rachael Graham	31-Dec-2024		<div style="width: 100%;"><div style="background-color: #4f81bd; height: 10px;"></div></div> 100%	08-May-2024 <b>Update by Phil White 19.04.24</b> : This will be addressed through the development of new Locality 'front doors' across South Ayrshire. The CLD programme and SAL has been carried forward by the new locality model of services across South Ayrshire, assigned now to the continued development of the 'front doors' service – South Ayrshire Connect, which will include support information from resources such as drop-in hub shop, website, contact telephone number and booklet.

### 4 I AM NOT DEFINED BY MY CARING ROLE

Action	Managed By	Due Date	Status	Progress	Notes
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CAR 30 Work with VASA and other Third Sector organisations to provide carers with opportunities to participate in volunteering and social interaction.	Phil White	31-Dec-2024			08-May-2024 As part of the South Ayrshire Volunteer Strategy, a working partnership between the Carers Gateway and VASA have been established to provide Carers with a range of opportunities across South Ayrshire should they wish to take on a volunteering role.
CAR 31 Support carers to access education, training and employability opportunities.	Phil White	31-Dec-2024			08-May-2024 South Ayrshire Council is a Carer Positive Employer and recognises the importance of retaining experienced members of staff who find themselves in a caring role.  The Carers in Employment group going forward are continuing to explore ways in which employers can be assisted in supporting and employing carers. Discussions have included expanding the groups function to support Carers in Employment.
CAR 32 Work with local colleges and universities to develop a joint approach to identify and support carers within higher and further education.	Phil White	30-Apr-2021			09-May-2023 Ayrshire College and UWS continue to develop their Carers programs and application process, developing a stand alone information guide covering higher and further education to compliment the support offered to Carers in Education.
CAR 33 Deliver awareness raising sessions with local employers to highlight the issues that carers face in accessing employment and reduce any barriers.	Phil White	30-Apr-2024			08-May-2024 Carers week, June 2024, is holding an Employability day to raise awareness where advice will be given from VASA, the Information & Advice Hub, Self Directed Support, SALUS (NHS based provider of Occupational Health, Safety and Return to Work Services across the public and private sectors), Department for Work and Pensions and Developing the Young Workforce - connecting employers with education so that young people develop the skills needed for the world of work.